

Communications Operator

AGENCY: Washtenaw County Sheriff's Office

OPENING DATE: 1 Jul 06

CLOSING DATE: Open until filled

CONTACT PERSON: Human Resources

TELEPHONE: 734-973-4650

EXTENSION:

E-MAIL: wcsahr@ewashtenaw.org

WEBSITE LINK: www.ewashtenaw.org

COMMENTS: Communications Operator - General Summary:

Employees in this job classification should have knowledge of counseling, crisis management, the legal system, and social service agencies and the services they provide. Specific procedures and guidelines for handling situations are available, but the nature of the work requires the exercise of good judgment in determining the most appropriate course of action. Employees operate in a multi-agency central dispatch center and are responsible for:

Receiving emergency and non emergency calls for service

Dispatching for four local police agencies to emergency and non-emergency calls

Operating and monitoring multiple radio channels

Maintaining required records which includes composing and editing information on a computer. Potential employees must be able to use Microsoft

Utilizing a computer aided-dispatch (CAD) system

Utilizing other computer interfaces including LEIN, NCIC, NLETS

Work Environment:

The Communications Operator position is a seven (7) day per week, twenty-four (24) hour per day operation. Work schedules will include nights, weekends, holidays and unanticipated overtime. Communication Operators are required to work a flexible work schedule.

Minimum Qualifications:

Eighteen (18) years of age to apply

Valid Michigan Vehicle Operator's license

One year of police or fire dispatch experience is strongly preferred but not required

Completion of the Washtenaw County data entry pre-employment test with a score of 55 or higher

No felony convictions

Required Skills and Abilities:

Working knowledge of a computer and its various program functions

Good computer skills to include knowledge of Microsoft Office and word processing and the ability to file accurately

Ability to exercise good judgment

Ability to speak in a clear manner in order to communicate on a radio system

Ability to listen and transcribe correctly either verbally or in writing exact information received

Ability to remain calm, act quickly and accurately in emergency situations

Ability to search for information and records using a computer system and by manual means

Ability to establish and maintain effective working relationships with supervisors, co-workers and the public

Salary Range:

\$32,119.77 - \$50,285.48 annually

Starting salary of \$37,948.78 annually for candidates with a bachelors degree or higher, two years of full-time continuous police dispatch experience or four years of active duty military

What is the next step if I want to apply?

Applicants must meet the minimum qualifications prior to submitting an application for employment to the Human Resources Office.

The Washtenaw County data entry pre-employment test is administered every Wednesday from 10:00 am until 12:00 pm at the Washtenaw County Library Learning Resource Center (LLRC) located at 4135 Washtenaw Avenue, Ann Arbor. No pre-registration is required for the data entry test.